



# FEEDBACK

## *THE GIFT OF AWARENESS*

Presented by 3WIRE Consulting Group

# FEEDBACK

What is “IT” ??

- Information about past behavior given in the present to impact the future.
- It is about behaviors not about the person.

# Types of Feedback

Supportive Feedback - *reinforces what is going well for you relative to work performance or in your relationships with people.*

Corrective Feedback — *addresses what is not going well for you and assists in gaining an understanding, resolution on, or change regarding work performance or your relationships with others.*

Feedback labeled as “*Constructive*” or “*Unconstructive*”; “*Positive*” or “*Negative*”; and, “*Good*” or “*Bad*” rests solely in the eyes of the beholder.

# Benefits of Providing Feedback

Giving feedback to people at all levels in your organization can result in several benefits:

- It can help to relieve the tension.
- It helps others understand expectations.
- It can help improve performance.
- It raises awareness.
- It improves relationships and teamwork.
- It establishes an open, trusting, and collaborative climate.

# Providing Feedback

## *“Giving”*

- It is a gift.
- Withholding is often due to fear.
- Withholding fails to nourish the relationship and disempowers the receiver.
- Beware of criticism being disguised as feedback.
- Criticism is often due to defensiveness on the part of the giver.
- Defensiveness impacts on communications, relationships, the team, and mission accomplishment.

# “I” MESSAGE (*Description*)

- Describe the specific behavior
- Describe the tangible effect that behavior has on you or the organization
- Describe how you feel (*not think*) in feeling terminology.

# Tips For Responding to Feedback

## “Receiving”

- Focus on self as the receiver
- Be aware of myself, my defenses, and filters
- Check my listening
- View feedback as an opportunity
- Seek feedback
- Be flexible and open to change

# Rules for Feedback

- ✓ Be Descriptive, Not Evaluative
- ✓ Be Specific, Not General
- ✓ Directed Towards A Behavior That The Person Can Do  
Something About
- ✓ Ask For Understanding
- ✓ Well-timed
- ✓ Don't Bombard Or Overwhelm
- ✓ Asked For Is More Useful And Accepted Than That Which Is  
Imposed
- ✓ Receiver Can Check It Out With Others
- ✓ Direct It To; Not About
- ✓ Own It By Saying "I" Not "We"



# HOMEWORK

Practice using the "I" Message format for offering feedback.

1. Offer another person feedback about a behavior that is important to (you/them). It can be anyone about anything as long as it is important to one or both of you.
2. Practice your best FEEDBACK and COMMUNICATION skills (Making your feedback about a behavior not the person.)
3. Use the Observation Sheet Provided to reflect on the experience.
4. Be prepared to discuss your experience with your Triad AND with the class at large during our next meeting in January.